

Docket Number C-3324

APPLICATION OF N.E. COLORADO CELLULAR, INC. d/b/a
VIAERO WIRELESS TO BE AN ELIGIBLE TELECOMMUNICATIONS
CARRIER IN NEBRASKA

EXCERPTS OF PUBLIC WITNESS TESTIMONY AT HEARING HELD IN McCOOK, NE ON JULY 20, 2005

TESTIMONY OF DENNIS BAUER

I am owner and general manager of Central

Nebraska Implement. It is a John Deere farm equipment
dealership along with we are an independent Viaero
dealer, Yamaha, E-TVs, different sidelines -- loaders.

We are a farm equipment dealership is about what it
amounts to. I have been in that business -- worked
there for over 25 years. Since 1996, we joined

Spaulding and Albion together and ran both of them. I
guess our dealership relies very heavily on cell phone
coverage, to be able to communicate to our customers
that are out in the fields in their tractors, combines.

Calling back into us, talking with our service trucks,
basically in the Albion, Belgrade, Cedar Rapids,
Petersburg, St. Ed area, cover a pretty good area in
there. The communication is very poor. That can also

cause some safety issues. At one point in our business, we were able to communicate through business band radios, but, as things have grown, they just don't work any more. So, on -- it is a very important tool in my business. I don't know quite how else to put it, but it is very important. I contacted Viaero Wireless, and they seem to be very interested in our problem, more focusing. It seems to be that they are more of a company that is going to focus more on rural Nebraska, filling these gaps in, and that is kind of where we are at, I guess, right now.

When you have got people out there working and they can't communicate, so many of our companies, when you are out there and you are trying to get a planter going. You have got to call right back to the John Deere themselves, you have got to have a phone that works. We have got to have coverage. When you get somebody hurt out on the job out there, we have got to be able to communicate. So, I don't know how else to put it.

In our town -- you have got Spaulding. It is about 18 miles from Albion. Albion has got a hospital there.

There is different people in Spaulding that work in

Albion. These people are driving up and down Highway 91, about 18 miles in there. Out of that 18 miles, there is probably -- I am going to throw a shot at it, probably 12 miles of it with no coverage. They are doing that during the winter. My wife is a registered nurse. She works at Albion. If she had a problem going up and down that road, she would not be able to get ahold of me. That is scary. I can name several people that work over in Albion like that, that run up and down that road, and you cannot communicate. That is --

By Mr. Brooks:

Q I have a follow-up question for Mr. Bauer.

If you had the kind of seamless service in your cell phone that you have requested or think that you need, would you ever consider substituting that cellular phone if it was seamless for your landline phone?

A Yes. There wouldn't be a need for a landline. I wouldn't -- what would you need a landline for at that point?

TESTIMONY OF LESLIE CARLHOLM

- Q Ms. Carlholm, could you tell the Commission what your occupation is, please?
 - A I am the Community Development Director for

the city of Imperial which is in Chase County.

- Q Can you tell the Commission how far Imperial is from McCook?
 - A It is a little over 60 miles.
- Q Would you please summarize your testimony, if you please, for the Commission?

Basically, I took the approach both as the Community Development Director and also as a parent of teenage drivers. Chase County is a very rural community. We have about 4,000 residents. About half of those individuals are 16 of age or older according to the 2000 Census. They are driving our community to work about 13 miles each way. Many of those miles are on dirt roads that are unimproved and have minimal traffic. They are driving those, you know, all seasons of the year. One of the concerns that I have for the safety of our residents is that if they would be stranded or have an accident, chances are that they would not be able to use their cell phone if they have one with them. So, they would end up walking to the closest farmstead most likely or waiting for an extended period of time for someone else to come along and give them assistance. The other concern is that we are very fortunate in Imperial that we have very good Internet service, good landline phone service, that

when we are trying to enhance the economic development, the lack of telephone service can be an issue when you are trying to recruit businesses or industry to come to your community.

TESTIMONY OF DEANN DOETKER

By Mr. Brooks:

- Q Ms. Doetker, could you also tell the Commission your employment situation currently?
- A Yes. I am employed by Chase County. I am the E-911 Coordinator.
- Q Would you be willing to summarize your testimony for the Commission here today?
 - A Yes, I would.
 - Q Please proceed.
- County from the beginning when we implemented and had 911. Chase County lies in the southwest corner of Nebraska. I am very aware of how important cellular service is to Chase County and the surrounding area. Chase County has a lack of cellular service. It is a huge problem for the Chase County PSAP because when somebody calls in, approximately 50% of the time, they are unable to call in because there is no service. There are areas of Chase County that have limited

service, but, as I said, approximately 50% of Chase

County does not -- has very poor or no service at all.

We are -- within Chase County, there are approximately

five communities; Lamar, Wauneta, Ontario, Champion,

and Enders. There is only one community within that

really received adequate service and that would be the

surrounding area of Imperial. We feel that we do not

receive the same level of service nor the opportunity

as urban areas have. It is my belief that there are

more towers needed for the safety and well-being of the

people within Chase County.

Q One final question, Ms. Doetker. If you had seamless wireless service in the area in which you live and work, would you ever consider replacing your landline service with your cellular service?

A Yes, I probably would at some point in time.

As of now, I would not. The reason for that would be that with my landline, with implementing E-911 in Chase County, my phone number comes up, my name comes up, where I live comes up, and I even have my family members on there. With only having Phase 1, I would not be able to receive that. The only thing that would come up on the PSAP would be my phone number. So, at this time, I would not.

INTERROGATION

By Commissioner Boyle:

- Q If I could ask, if the system was available that allowed you to keep your present phone number and all the services you just mentioned, would you then consider using the wireless instead of the landline?
 - A Yes, I would.

TESTIMONY OF ED BAUER

I guess I am representing the Spaulding Α Rescue today. Spaulding Rescue is a BLS squad which is a basic life support ambulance service. In the ELMS -- they consider the first hour after an accident is what they call their critical hour, the golden hour. When we get on an accident scene, there is many times we may have to call an helicopter in, call an ALS service to meet us. That tends to be a problem in our area due to the new HIPPA laws that restrict us from any information of peoples problems. Communicating over radio, and sometimes the radios can be spotty in our area, kind of violates that HIPPA law. There is many people that have scanners listen to these. I understand cell phones are not the perfect thing either, but there is a lot more people listening to scanners, listening to this vital information about these people. We have got a long ways to go to a hospital. If we need medical direction, which is very common, we need to call in. We call in every call with -- what we are coming in with, what the vitals are, names, and that is where the cell phone service that we would need as a rescue squad is very vital.

Q Do you have any personal experience with regard to your own cell phone usage, Mr. Bauer?

A My own personal cell phone usage, there is

-- I know with the business, any places we go, we go north of
town, five miles, there is absolutely nothing with any carriers.

To do business is very difficult.

Q I will ask you the same question I have the others. If you had seamless coverage of the character of which we have described, would you consider substituting your cell phone for your landline phone?

A Definitely.

Q If granting the request for Viaero here were to affect the support that is provided to the wireline carrier that serves Spaulding and would cause those local wireline rates to go up, do you believe that would be -- would you still support the application here?

A I would support it. My experience with

Viaero is -- there is simple plans for some of the elderly that probably don't make many calls, maybe an emergency call or call to a grocery store or a family member. They have

got actually some rates cheaper than what you could own a landline phone for.

TESTIMONY OF ROBERT ESCH

Α Yes. Being in business in a small town, I have become involved in a lot of the boards and organizations. Over the years, we have been there over 20 years, and one of them is -- probably more than one, but it is to do with economic development. We worked real hard to try to figure out what it is going to take to keep people in the area, not just in Spaulding but the overall area. One of the organizations I belong to is the Loop Base and RC and D, and it covers nine counties. We just feel that cell phones are such a vital part of this development and to retain our population as it is, plus hopefully grow some more. There has been a lot of emphasis put on the Internet and E-Commerce we refer to is as. That is good. You know, if you have a computer ahead of you, but the cell phones are just such a vital tool, I have a hard time imagining that, you know, development companies are going to be very interested in an area if they don't have or be promised a future cell phone coverage. It would be hard for them to operate in today's environment.

A We just use our phone when we are traveling. Right around Spaulding, we don't have any coverage

with it. When you are out away from our area, it is usually got quite a few bars on it, but it is pretty hilly up around Spaulding and Albion. It is just hardly worth even trying to use it until you get 20 or 30 miles away.

Q If you had seamless coverage in your area, would you ever consider switching or substituting your cell phone or your wireless telephone for your landline?

A Well, I might consider it, but having a business, I guess I would sure have to look at the technical points involved before I did. Like we have credit card terminals, that sort of thing, but, you know, in the long run, if it would get to where they worked out the technical bugs, sure. If it would save a few dollars, well, I couldn't see having the duplication.

TESTIMONY OF MIKE KETTER

A I am the manager of Wine Glass Ranch, a large ranch and farm near Imperial. We also have a guided hunting and hunting lease business located in Imperial.

I am here on behalf of Wine Glass Ranch and

Open Country Adventures, our guided hunting business. Safety

obviously has been a big issue here with the testimony. I would

like to take it to an economic standpoint to our business. Our

hunting and our ranch is dependent upon cell phone service which

we don't have complete service now. In Imperial, in the city of

Imperial, my phone does not work on Main Street. That is pretty important. I would -- from an economic standpoint, we do a tremendous amount of stuff on the phone. I would love to be the in office most of the day to do that. Unfortunately, economics force me to work. So, I am in the field most of the time. I carry a cell phone. Quite frankly, I don't know why. It works about 20% of the time. So, that is why I am here. I am not grandstanding for Viaero Wireless. I am here for wireless service.

- Q Do you use a cell phone for your personal use as well?
 - A I do, and my wife does as well.
- Q What is your experience with your personal lines, your personal use?
- A When I am away from my -- when I am at home,
 I have no cell service. I use it sparingly as I can.
- Q If you were to have the complete service that you describe, would you consider substituting your cellular phone for your landline phone?
 - A Yes, I can shut it off.

TESTIMONY OF DONALD MIDDLETON

- Q Mr. Middleton, would you please tell the Commission where you are employed?
 - A Well, I have been a farmer since 1975 when

I graduated from college and took over like the family farm. I have also in the last couple of years, we bought a convenience store and gas station in the small town of Broadwater, about 120 people, and we manage that.

Q Do you have a summary of your testimony that you would like to relay to the Commission today?

Yes. I just thought I would bring up a few points. As far as the business goes, we run our credit card through a computer and over a landline, and we get dropped about 20 times a day. So, sometimes we will have customers standing while we are trying to run a credit card and we can't get it to go through because our landline isn't dependable. We also have no access to high speed Internet access through any of the landlines. I have tried calling them all, and nobody will come into our community. So, that means we have got -- it is a small town, but we have got a lot of bright kids there. I have three kids of my own and they are in the gifted program, but they have no high speed Internet access. We also have -- you know, in a small town, you don't have new businesses coming in, but there is a lot of business opportunities out there if you can get on the Internet. You can have a business from anywhere now. We have several people there who answer phones for the big companies and stuff, but they are limited in their job opportunities because all we have is dial-up. As far as the

farm side of it, I guess we have talked about how farming is a dangerous occupation. Like when I go climb a windmill and put oil in it, I like to be able to call my wife on the cell phone and tell her I am going to be back -- you know, call her in 15 minutes, and, if not, send somebody to look for me. The only way you can do that is if you climb up on top of the hill so that you can get cell service. If you are hanging upside down on a windmill, that won't do you any good. It has helped a lot since Viaero came in. Before Viaero came in, I have been with them I think for about six months since they put the tower up. I had ALLTEL for probably 15 years, and, as far as I know, they didn't build any new towers or do anything to improve our service there.

Q Mr. Middleton, one follow-up question which

I have asked the other witnesses. If you did have seamless and complete coverage which has been described before with your wireless provider, would you consider substituting that telephone for your landline?

A Yes, I think I would. It would be important

I think to have number portability so we could keep the same

phone number that we have had for 30 years. It would help a lot

if we could get high speed Internet access, too. I would be

interested in that.

JEAN TOBIASSON

Makes the following statement:

My name is Jean Tobiasson. I am currently residing about seven or eight miles north of Wellfleet. That would be 19 and one half miles south of North Platte. We have two teenage drivers in our family. One has an ALLTEL phone, and the rest of the family has Cellular One. I, again, have an analog phone. I can stand in my yard, get dialed through, and in the middle of a conversation, it would go dead. The ALLTEL phone and my husband's digital phone, no coverage at all in our yard. have to drive about nine miles to get reliable coverage from home. Our sons go to school in Maywood or we had one son graduate this last May, but they both went to school in Maywood. The coverage is very spotty. We got cell phones for them for safety issues because they are driving home late at night after ball games and so on. They both work for farmers in the area. Again, it is very hard to reach them on their cell phone if they are running late coming home. Are they in an accident? Did the equipment break down? Do they need help? We might, on the top of the hill have coverage, or we might not. Up until five years ago, we lived up at Tryon which is about 40 miles north of North Platte and had the same problem. At that time, we were with ALLTEL, had the bag phones because that was the only way to get coverage up there. I have contacted ALLTEL before we switched to Cell One about, hey, when are you going to build some more

towers so we get better coverage in the state? We are supposed to have state to state coverage. At that time, it seemed like they were more interested in just building along the Interstate to where if you got more than 20 or 30 miles off of the Interstate, you were screwed. You know, they want the larger cities, or where they are going to get a lot of cell phone usage which leaves the rest of us out here in Never Never Land. family is also involved with the Wellfleet Fire Department, and I am sure that would help, you know, in calling and reporting grass fires. My father-in-law has a -- he is in the corner of -- fire district to where there is a truck stationed at his house. Because of age and health problems, he no longer goes on it but my husband and my sons do take it out and operate it if a fire is reported in the area. But, again, you have got spotty coverage. It is about to my father-in-law's house before I get coverage with Cell One and with ALLTEL reliably. But most of the district is south and west of that. So, there is a lot of area not covered as far as fire usage goes there. The question has been brought up about substituting for your home phone, your landline. I would consider that for basically economical reasons. Being a Wellfleet phone number, I can call the school at Maywood toll free. Otherwise, everywhere else is long If I called to check on my in-laws, make a doctor's appointment in North Platte, anything, is long distance which

makes the bill go up quite a bit. I know a few years ago, there was a petition circulated in the Wellfleet area to try to get that changed to where you could call North Platte numbers and not be long distance. I signed the petition but I never heard anything about what happened to it. Did it pass? Apparently not since we haven't got it, but I didn't know if they even got enough signatures, if it died in Commission, whatever happened to that. I would at least switch my long distance to Viaero if they came in and gave us the kind of coverage that they are talking about just to save myself approximately \$100 a month in long distance calls. I also have a letter here from a friend in McCook that had not heard about this until I talked to her yesterday. She wrote a letter if you would like to have that.

ROD KEISER

Makes the following statement:

I am Rod Keiser with -- in Wauneta. I moved back to southwest Nebraska about a year ago from Denver. I lived in Denver for about 20 years, and technology. I opened a business in Wanueta to do technology solutions, partnered with one of the insurance companies in Wauneta. We are also providing telephone solutions, Voice Over IP, which you probably have heard of. But in terms of Viaero, my experience with them has been really positive because I have a T Mobile -- which works on the GSN Network, so, I have seamless communication from Denver and it

used to be to the state line on Highway 6 and 34. Now, it continues to just west of Imperial because I think you have put the LaMars station out - but anyway, I am really encouraged that Viaero has taken the initiative to put towers. Also, in Wauneta, they have got a site that they are certain to build out and where I live in Dundy County a mile and a half south, they have also put a tower, too. So, for our business, for economic development, it helps because we provide services when peoples phones ring in their office, we can ring cell phones at the same time, too, use the text messaging, that type of thing. I quess one of the concerns I have got and I walked in late and I didn't get your name, (indicating Commissioner Landis), and I think you were alluding to maybe shared facilities in trying to roll seamless service out in the rural areas. There is a large dollar investment in towers, fiber, microwave, and I am not sure if that is where you were sort of asking --

RICHARD MINNICK

Makes the following statement:

My name is Richard Minnick. I live in Indianola. I heard comment earlier about the 10 mile radius. We are 11 miles out, and we are with ALLTEL. We have at our home basically no service with ALLTEL. I think I and my wife would definitely go strictly cell phone if the service was available, you know. I think it would be cheaper for us overall. I keep hearing about

this Viaero. I have never been acquainted with them before or anything. I don't hear anything about it being in Red Willow County. I hear about all the other counties around, but nothing in Red Willow. Is there anything coming to this area or --

COMR. VAP: Currently, there is no presence in Red Willow County. They are asking that they be allowed to with federal funds, but the map that they are showing shows it could be over five years away.

MR. MINNICK: Do you think -- do you feel that with them coming in that it will have the others step up their service?

COMR. VAP: That I don't know. It may have that effect, but I can't speak for them or Viaero either one.

MR. MINNICK: Okay. Is there anything that we can do to prod them along and help them along?

COMR. VAP: I would continue talking to the cell phone companies, I would guess.

MR. MINNICK: We have done that before, too.

I feel that it is kind of a shame that, you know, 11 miles down the road and we can't get service. We aren't the only ones.

There is a whole bunch of them in Indianola that can't the service. Just kind of down over the hill in which, I guess, you know, you live with it.

COMR. VAP: Thank you, sir. We appreciate you coming

in today.